

SUMMARY OF OUR GOALS AND OBJECTIVES

Eliminate Our Hearings Backlog and Prevent Its Recurrence

- Increase our capacity to hear and decide cases
- Improve our workload management practices throughout the hearings process

Improve the Speed and Quality of Our Disability Process

- Fast-track cases that obviously meet our disability standards
- Make it easier and faster to file for disability benefits online
- Regularly update our disability policies and procedures

Improve Our Retiree and Other Core Services

- Dramatically increase baby boomers' use of our online retirement services
 - Provide individuals with accurate, clear, up-to-date information
 - Improve our telephone service
 - Improve service for individuals who visit our field offices
- Process our Social Security Number workload more effectively and efficiently

Preserve the Public's Trust in Our Programs

- Curb improper payments
- Ensure privacy and security of personal information
 - Maintain accurate earnings records
 - Simplify and streamline how we do our work
- Protect our programs from waste, fraud, and abuse
- Use "green" solutions to improve our environment

